

Guðmundur Jónasson Travel

Allgemeine Reisebedingungen

(nur in Englisch verfügbar)

ESCORTED GRAND TOURS

Except where stated otherwise, all Escorted Grand Tours are guided, and include transport, accommodation in twin rooms in hotels, country guest houses and chalets.

DEPOSITS/PAYMENTS

Full payment is requested 1 month before departure. We recommend at this time all passengers take out comprehensive travel insurance.

Once invoice is paid, we send a detailed travel itinerary and a set of vouchers.

CANCELLATIONS

A cancellation fee of 10% of the tour price and accommodation will be retained by us for cancellations made from 4 to 8 weeks before departure. From 28 days until 8 days before departure, the fee is 50%. No refund is possible for cancellations less than 8 days before departure, or for no shows, and a tour begun but not completed. The exchange of one arrangement for another must be agreed by us beforehand.

COMPLAINTS

Every effort will be made to provide you with the best holiday possible. Should you, for any reason not be satisfied with the services provided during your stay, please inform our tour guide or a member of our staff, so that the situation can be rectified immediately. If you do not bring the complaint to our attention within 24 hours of the problem occurring and give us the opportunity to put things right we will not be held responsible for the problem.

Thank you for your co-operation!

IMPORTANT LIABILITY

Guðmundur Jónasson Travel cannot accept responsibility for defaults or delays caused by contracting parties. We reserve the right to change routes without prior notice should road, weather conditions or operational situations so dictate. Some tours may also be operated in reverse. Guðmundur Jónasson Travel cannot accept responsibility for arrangements other than those paid for in advance as part of a Guðmundur Jónasson Tour. Extra excursions taken during one of our tours will be the responsibility of that individual operator. We strongly recommend that all travellers to Iceland have general travel insurance issued in their country of residence. This insurance should also cover all activities i.e. horse riding, white river rafting, mountain biking etc. which is part of their tour. Your contract will be governed by Icelandic law and any disputes will be dealt with in the courts of Iceland.

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